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Deal with it



Would it help if...?	Could you...?	No problem.	Can you...?
Will you / I'll look into...	I don't suppose...	Will you get on to...	Is there any chance...?
Will you / I'll see if...	Do you think you could...?	Leave it with me and...	I wonder if you could...?
Would it help...?	I'll...	Do you mind...?	Will you check...
OK, what I'll do is...	Not to worry, I'll...	Do you happen...?	Is there anything else...?
Are you absolutely...?	Is there any point...?	Would you mind...?	Could you give me...?

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This engaging pairwork activity can be used to teach students how to make requests and offers. It can also be used to teach the language for complaining and dealing with complaints.

Make one copy of the worksheet for each pair of students and cut as indicated.

Procedure

Brainstorm common situations that cause problems and complaints with the class, e.g. booking a hotel room, getting a flight, hiring a car, making a telephone booking, phoning customer services, taking back a faulty product, an incorrect invoice, a delayed delivery, etc. Write the students' ideas on the board.

Divide the class into pairs and give each pair a copy of the cards. Tell the students to shuffle the cards and place them face down on the table.

Explain that the students are going to role-play a problem or complaint for each situation on the board and try to reach a satisfactory agreement. To do this, the students use the expressions on the cards as part of each role-play.

For each role-play, the students decide who will be complaining and who will be dealing with the complaint. They then choose a scenario from the board and spend a short time thinking about what they will say. Encourage the students to be imaginative.

Each student takes one of the cards from the top of the pile. The students begin the role-play and as quickly and naturally as possible, they use the expression on the card in a complete sentence.

When they have done this, and while continuing the role-play, they take another card and repeat this process. The aim is to use as many of the expressions as they can during the role-play.

When they have finished, the students choose a new situation, swap roles and repeat the process.

To make it more interesting for the students, you can introduce a points system. Every time a student uses one card, they receive a point. This way the students will want to use more cards during each role-play.